

119 Online is a Web Service where customers of 5th Signal Command may request support

CUSTSUBMIT:CustomerSubmission (Search) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Refresh Mail Print View Source Print Preview

Address <https://opal.anosc-e.5sigcmd.army.mil/arsys/forms/opal.anosc-e.5sigcmd.army.mil/CUSTSUBMIT:CustomerSubmission/Default%20Admin%20View/?cacheid=f8b221fe>

119-Online

Click here to set your bookmark

Welcome to 119 Online, the site for requesting IT Services from 5th Signal Command.

The first step is to complete the customer information. The customer is the person the service is being provided for, either you or someone else if you are entering a ticket on their behalf

Type in part or all of the customer's name in the format shown below (lastname, firstname) and press <Enter> or <Lookup Customer>. You will be provided a list of names that match what you entered or your record if it matched exactly. If you are not in the list, Cancel the list and press <Create Customer Record>.

last name, first name +

Look up customer

Create Customer Record

Customers may review any ticket with their name on it. This is a great tool to follow up on the status of your tickets on-line!

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File Edit View Favorites Tools Help

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Bookmarking with your browser's Favorites will not work on this site

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last name, first name +
 [View customer's tickets](#)

Review your customer record below, correct as necessary and press Continue

Last Name <input type="text" value="straus"/>	First Name <input type="text" value="robert m."/>	Rank <input type="text" value="mr."/> ▼	Not you? Click here to clear the fields
Office phone no. <input type="text" value="337-7241"/>	POC Email (AKO preferred) <input type="text" value="robert.straus@cmtymail.104asg.army.mil"/>		

To select a city, type part of the city name and press <Enter>. Then select the city and installation from the list.

City+ <input type="text" value="wiesbaden"/>	Installation <input type="text" value="wiesbaden army airfield"/>	Building <input type="text" value="1012"/>	Room <input type="text" value="2"/>
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Select your organization
 ▼

[Contact Webmaster](#) [Cancel](#)

Customers may request support for software, hardware, blackberry and web services

https://opal.anosc-e.5sigcmd.army.mil - CUSTSUBMIT:CustomerSubmission (opal.anosc-e.5sigcmd.arm - Microsoft Internet Explorer)

Select the type of support you need from the options below

The services below are enabled or disabled based on how services are defined for your organization.
If an option you believe should be available is not, please use the "Contact Webmaster" link at the bottom of the screen to notify support personnel.

AMHS	Report problems with AMHS organizational messaging	Software	Support for software
Accounts	Support for accounts like \EUR, NSS, VPN, and TSACS	Telephone	Report telephone problems. Not for new installations or services.
BlackBerry	BlackBerry support	Web	Support for web services
Change Management	Submit a change proposal for network backbone, active directory, hardware or software changes		
Email Services	Email account support and problems with email services		
Hardware	Support for hardware (PC, printer, copier, fax...)		
Network	Support for network tools and report network problems		

[OU Administrators click here for support](#) (NSS login required)

Requesting Customer

Global Name

[Change Customer](#)

Global Organization
102nd Signal Battalion

[View customer's tickets](#)

[Contact Webmaster](#) [Cancel](#)

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Internet

Customers may report telephone problems, report network problems, and submit network changes requests.

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Change Management	Submit a change proposal for network backbone, active directory, hardware or software changes	OU Administrators click here for support (NSS login required)	
Email Services	Email account support and problems with email services	<div>Requesting Customer Global Name straus, robert m. mr. Change Customer Signal Battalion View customer's tickets</div>	
Hardware	Support for hardware (PC, printer, copier, fax...)		
Network	Support for network tools and report network problems		

[Contact Webmaster](#) [Cancel](#)

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Customers may request AMHS help, account support and EMAIL services.

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Network	Support for network tools and report network problems	Global Organization 102nd Signal Battalion <input type="button" value="v"/>	
		View customer's tickets	

[Contact Webmaster](#) [Cancel](#)

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Internet

“Specialty customers” may request advanced services as well. OU Admins request Tier 2 technical support, for example, at the ECC link

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Requesting Customer

Global Name
straus, robert m. mr. [Change Customer](#)

Global Organization
102nd Signal Battalion

[View customer's tickets](#)

[Contact Webmaster](#) [Cancel](#)

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Internet

Easy to use. Customer fills in their information one time only.

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Report Telephone Problem

This is only for reporting telephone problems, not for requesting phone services such as phone installation, move, or change in service. Phone services should be requested through your Telephone Control Officer.

Location of problem phone. To select a city/installation, type part of the city name and press <Enter>.

City+ wiesbaden	Primary Installation wiesbaden army airfield	Building 1012	Room 2
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Same as Customer Location

Select if this is an exercise phone ☐ Exercise Phone

Telephone Number with Problem 337-7241	Phone where you can be reached 337-7241
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Same as Office Phone

Select the problem from the list below.

- Broken instrument
- Cannot be heard
- Cannot hear
- Cuts off
- Does not ring
- Doesn't work correctly
- Faulty dial
- No dial tone
- Noisy/static
- Other
- Permanent Signal
- Rings faintly

Cancel

javascript: Internet

Data recalled from on-line database

Use of drop-down menus for ease of use

Customer enters problem information

Select if this is an exercise phone ☐ Exercise Phone

Telephone Number with Problem

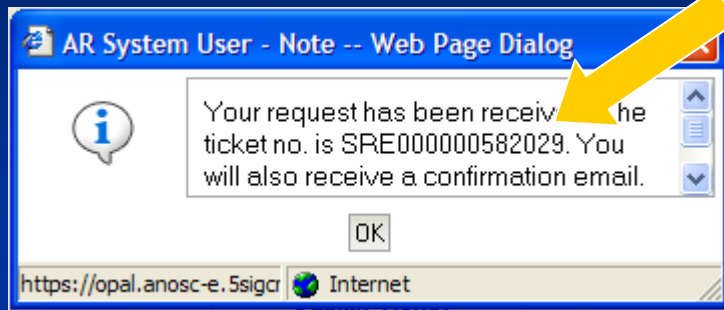
Phone where you can be reached

Select the primary problem or select Other and describe it in the block that appears.

Problem

- Broken instrument
- Cannot be heard
- Cannot hear
- Cuts off
- Does not ring
- Doesn't work correctly
- Faulty dial
- No dial tone
- Noisy/static
- Other
- Permanent Signal
- Rings faintly

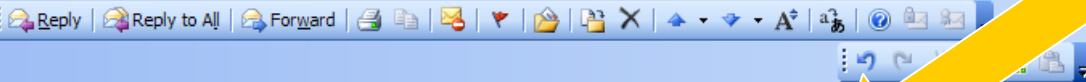
Customer submits the ticket and sees the ticket number.



They receive a follow-up email as well.

Ticket received: SRE000000582029 - Message (Plain Text)

File Edit View Insert Format Tools Actions Help



Extra line breaks in this message were removed.

From: NSS Notification (Do not reply to this address) [nssnotify@anosc-e.5sigcmd.army.mil]
To: Straus, Robert Mr 102D SIG BN, WBN ROC Chief
Cc:
Subject: Ticket received: SRE000000582029

Sent: Thu 2/22/2007 6:25 PM

Your request for support has been received. The ticket number is SRE000000582029. Please have the number handy if you call the service center concerning this issue.

You may check the status of your request online at this link. <https://arserver.anosc-e.5sigcmd.army.mil/services>

Be sure to make a bookmark to 119 Online using the button on the 119 Online page. If you make a normal bookmark using 'Add to Favorites' in your browser, it will take you to a login page instead of the main 119 Online page.

Description: telephone problem 337-1641: broken instrument

Ticket Details:

Phone with problem: 337-1641
Location of problem: wiesbaden, wiesbaden army airfield Building: 1012 Room: 2 Customer may be reached at 337-7241
Problem: Broken instrument
Comments:

The purpose of 119 Online

- “Call avoidance” for helpdesks. Free up dwindling resources by minimizing the number of phone calls, drop ins and emails to process.
- Leads to centralized service center, tickets routed based on location/customer, may be changed
- Puts all of the work in one place, the workflow tracking system.
- Customers may report problems at their convenience, any time of day
- Customers may lookup status on their tickets